

LESLIE ANN VARELA

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Candidate Summary

Operations specialist with extensive cross-industry experience in service coordination, project support, billing, and ERP system workflows (SAP, MS Dynamics, CargoWise). Proven ability to lead process improvement initiatives, collaborate cross-functionally, and deliver results in fast-paced, high-accountability environments. Adept in regulatory compliance, client services, and analytical problem-solving. Currently completing a B.A. in Organizational Leadership (Project Management concentration), bringing strong attention to detail, a learner's mindset, and the agility to thrive in rotational roles across operations, client reporting, compliance, and HR.

Core Skills & Tools

- Process Optimization & Operational Efficiency
- Cross-Functional Project Coordination
- ERP & Systems: SAP, MS Dynamics, CargoWise
- Client Services & Reporting
- Job Cost Analysis & Billing Workflows
- Dispatch, Scheduling & Resource Planning
- Regulatory/Compliance Support & Documentation
- Excel (PivotTables, VLOOKUP, Data Validation)
- KPI Monitoring & Business Metrics
- SOP Creation & Implementation

Professional Experience

Comfort Dynamics, Inc. – Hayward, CA || Service Coordinator, 2024 – Present

- Digitized weekly dispatch schedule, increasing planning accuracy and visibility.
- Created paperless workflows for timesheet approvals and job creation, cutting admin time and manual errors.
- Developed ACH/credit card authorization forms to streamline customer payment processing.
- Updated project/job log to track both project-based and T&M service work, enabling clearer job segmentation.
- Introduced a new billing cycle that significantly shortened invoice turnaround times.

Grundfos CBS – Hayward, CA || Service Coordinator, 2021 – 2024

- Standardized service coordination processes across U.S. service centers, improving KPI consistency and data reporting.
- Introduced scalable procedures including job descriptions, open job reviews, billing audits, and job start/end tracking.

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- Reduced average job creation time from 16 days to less than 24 hours within two months.
- Improved service request email response times from 12 days to less than 48 hours.
- Supported the highest-volume profit center in the Americas, collaborating closely with service, parts, and accounting teams.
- Recognized for driving team performance and operational innovation.

R.F. MacDonald Co. – Hayward, CA || Service Administrator, 2019 - 2021

- Led transition to a paperless billing system, enhancing speed and accuracy of month-end processes.
- Played a key role in breaking a company invoicing record by streamlining invoicing workflows across service units.
- Took ownership of Hayward center's operational reporting—including open job, cost, and billing metrics.
- Supported multi-departmental coordination between service, sales, and finance.

CFR AutoDirect, LLC – Northern California || Terminal Lead (Promotion), 2017 - 2019

- Promoted to lead regional operations within six months, reflecting adaptability and leadership potential.
- Oversaw logistics, scheduling, and dispatch operations while ensuring data accuracy in ERP systems.
- Coordinated with accounting and compliance teams to ensure timely reporting and invoicing.

Education

B.A., Organizational Leadership (*Project Management concentration*)

Arizona State University – Tempe, AZ

Expected Fall, 2026 · GPA: 4.0

A. S., Liberal Arts, Honors

Oxnard College – Oxnard, CA

Awards & Recognition

- Nominated – **Tradeswoman of the Year**, 2023
- Recognized by leadership for operational innovation and performance leadership